

In-House Complaints Process

In accordance with Rule 12 of the Real Estate Agents Authority (Professional Conduct and Client Care Rules) 2012.

INTRODUCTION

As a licensed Real Estate Agent we are required by law to have a written in-house complaints and dispute resolution procedure. Our procedure for this is as follows:

NOTE: If you choose, you can go directly to the Real Estate Agents Authority at any time, instead of (or as well as) using this complaints process.

COMPLAINTS PROCESS

To begin with, please call our main office at (03) 470 1637 and speak to Terry Senior. Tell Terry who you are complaining about, the concerns you have, and what you want done about your complaint. Terry might ask you to put your complaint in writing so it can be investigated.

Once we receive your complaint in writing, we will respond to you promptly, and at the absolute latest within 10 working days from the date of receiving it. Our response to you may be in writing, and as part of it we may request you to meet with our staff to discuss the complaint and potential resolutions to the complaint.

If we can't come to an agreed resolution at or after the meeting, or if you decide not to meet with us, we'll give you a proposal in writing to resolve your complaint.

Please advise us in writing within 5 working days if you don't accept our proposal, or if you have a suggestion of another way to resolve the complaint.

If we can all agree on a resolution, we'll try to put the resolution terms and steps in place to resolve the complaint as soon as possible. If we decline your suggested resolution, we may invite you to consider mediation for the complaint instead.

If you agree to mediate the complaint, but we can't settle the issues at mediation, or we decide not to go to mediation about the complaint, that will be the end of our process.

Keep in mind that at any stage of this process, or at any time, you can still make a complaint to the Real Estate Agents Authority (REAA).

The REAA contact details are:

- Post: PO Box 25731, Wellington 6146, New Zealand
- Phone 0800 367 7322
- Website www.reaa.govt.nz

Thank you,

Industry-One Limited (Licensed Agent REAA 2008)